Staff Recommendation
Service Quality Measurements
Performance Reports

Exhibit A

TABLE OF CONTENTS

CATEGORY	FUNCTION*	PAGE #
Pre-Ordering and Ordering OSS	1. Average OSS Response Interval	2
	2. OSS Interface Availability	2
Ordering	1. Percent Flow-through Service Requests	5
	2. Percent Rejected Service Requests	5
	3. Reject Interval	5
	4. Firm Order Confirmation Timeliness	6
	5. Speed of Answer in Ordering Center	6
Provisioning	1. Average Completion Interval Order Completion Interval Distribution	9
	2. Held Order Interval Distribution and Mean Interval	13
	3. Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices	15
	4. Percent Missed Installation Appointments	16
	5. Percent Provisioning Troubles w/i 30 days	16
	6. Coordinated Customer Conversions	19
	7. Average Completion Notice Interval	21
Maintenance & Repair	1. OSS Interface Availability	22
	2. Average OSS Response Interval	22
	3. Average Answer Time - Repair	24
	4. Missed Repair Appointments	25
	5. Customer Trouble Report Rate	27
	6. Maintenance Average Duration	29
	7. Percent Repeat Troubles w/i 30 days)	29
	8. Out of Service > 24 Hours	29
Billing	1. Invoice Accuracy	31
	2. Invoice Timeliness	31
	3. Usage Data Delivery Accuracy	32
	4. Usage Data Delivery Timeliness and Completeness	32
Operator Services (Toll) and Directory Assistance	1. Average Speed to Answer	34
	2. Percent Answered within "X" Seconds	34
E911	1. Timeliness	36
	2. Accuracy	36
Trunk Group Performance	1. Comparative Trunk Group Service Summary	38
	2. Trunk Group Service Report	38
	3. Trunk Group Service Detail	38
Collocation	1. Average Response Time	43
	2. Average Arrangement Time	43
	3. % of Due Dates Missed	43

132046

PRE-ORDERING AND ORDERING OSS

Function:	Average Response Interval for Pre-Ordering and Ordering & OSS Interface Availability
Measurement Overview:	As an initial step of establishing service, the customer service agent must establish such basic facts as availability of desired features, likely service delivery intervals, the telephone number to be assigned, product and feature availability, and the validity of the street address. Typically, this type of information is gathered from the supporting OSS's while the customer (or potential customer) is on the telephone with the customer service agent. This information may be gathered via stand-alone pre-order inquiries or as part of the ordering function. Pre-ordering/ordering activities are the first contact that a customer may have with a CLEC. This measure is designed to monitor the time required for the CLEC interface systems to obtain from legacy systems the pre-ordering/ordering information necessary to establish and modify service. This measurement also captures the availability percentages for the BST systems that the CLEC uses during pre-ordering and ordering. Comparison to BST results allow conclusions as to whether an equal opportunity exists for the CLEC to deliver a comparable customer experience.
Measurement Methodology:	1. Average OSS Response Interval = Sum [(Date & Time of Legacy Response) - (Date & Time of Legacy Request)]/(Number of Legacy Requests During the Reporting Period) The response interval for retrieving pre-order/order information from a given legacy is determined by summing the response times for all requests (contracts) submitted to the legacy during the reporting period and then dividing by the total number of legacy requests for the reporting period. Per-that-day[1]. The response interval starts when the client application (LENS for CLECs; RNS for BST) submits a request to the legacy system and ends when the appropriate response is returned to the client application. The number of legacy accesses during the reporting period that take less than 2.3 seconds and the number that take more than 6 seconds are also captured. Definition: Average response time for accessing legacy data associated with appointment scheduling, service & feature availability, address verification, request for Telephone Numbers (TNs), and Customer Service Records (CSRs). 2. OSS Interface Availability = (Actual Availability)/(Scheduled Availability) X 100 Definition: Percent of time OSS interface is actually available compared to scheduled availability. Availability percentages for CLEC interface systems and for all legacy systems accessed by them are captured.

[1] Change reflects a clarification. The metric is measured for the reporting period, however, the discussion indicated the number of requests for a day.

PRE-ORDERING AND ORDERING OSS

Reporting Dimensions:	Excluded Situations:
• Not CLEC specific. • Not product/service specific. • Regional Level	• None
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Legacy contract type (per reporting dimension) • Response interval • Regional Scope	• Report Month • Legacy contract type (per reporting dimension) • Response interval • Regional Scope

LEGACY SYSTEM ACCESS TIMES FOR RNS

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAGTEN	Address	x	x	x	x
RSAG	RSAGADDR	Address	x	x	x	x
ATLAS	ATLASTN	TN	x	x	x	x
DSAP	DSAPDDI	Schedule	x	x	x	x
CRIS	CRISACCTS	CSR	x	x	x	x
OASIS	OASISNST	Feature/Svc	x	x	x	x
OASIS	OASISSEN	Feature/Svc	x	x	x	x
OASIS	OASISCAR	Feature/Svc	x	x	x	x
OASIS	OASISLPC	Feature/Svc	x	x	x	x
OASIS	OASISMTN	Feature/Svc	x	x	x	x
OASIS	OASISOCP	Feature/Svc	x	x	x	x

LEGACY SYSTEM ACCESS TIMES FOR LENS

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAGTEN	Address	x	x	x	x
RSAG	RSAGADDR	Address	x	x	x	x
ATLAS	ATLASTN	TN	x	x	x	x
DSAP	DSAPDDI	Schedule	x	x	x	x
HAL	HALCRIS	CSR	x	x	x	x
COFFI	COFIUSOC	Feature/Svc	x	x	x	x
P/SIMS	PSIMSORB	Feature/Svc	x	x	x	x

Exhibit A

PRE-ORDERING AND ORDERING OSS

OSS Interface Availability

OSS Interface	% Availability
LENS	x
LEO Mainframe	x
LEO UNIX	x
LESOG	x
EDI	x
HAL	x
SOCRIS	x
ATLAS/COFFI	x
RSAG/DSAP	x
SOCS	x

ORDERING

Function:	Ordering
Measurement Overview:	When a customer calls their service provider, they expect to get information promptly regarding the progress on their order(s). Likewise, when changes must be made, such as to the expected delivery date, customers expect that they will be [1]immediately notified so that they may modify their own plans. The order status measurements monitor, when compared to applicable BST results, that the CLEC has timely access to order progress information so that the customer may be updated or notified when changes and rescheduling are necessary.
Measurement Methodology:	1. Percent Flow-through Service Requests = Σ (Total Number of "valid" Service Requests that flow-through to the BST OSS) / (Total Number of valid Service Requests delivered to BST OSS) X 100. Definition: Percent Flow-through Service Requests measures the percentage of orders submitted electronically that utilize BSTs' OSS without manual (human) intervention. Methodology: • Mechanized tracking for flow-through service requests and manual SOER error audit reports (3/31/98). Mechanized tracking for SOER errors and flow-through (4/30/98). • BST mechanized order tracking. 2. Percent Rejected Service Requests = Σ (Total Number of Rejected Service Requests) / (Total Number of Service Requests Received) X 100. Definition: Percent Rejected Service Requests is the percent of total orders received rejected due to error or omissions. Methodology: • Manual tracking for non flow-through service requests • Mechanized tracking for flow-through service requests • BST retail report not applicable. 3. Reject Interval = Σ [(Date and Time of Service Request Rejection) - (Date and Time of Service Request Receipt)] / (Number of Service Requests Rejected in Reporting Period). Requests are provided based on four (4) hour increments within a 24 hour period, along with the percent greater than 24 hours. Definition: Reject Interval is the average reject time from receipt of service order request to distribution of rejection. Methodology: • Non-Mechanized Results are based on actual data from all orders. • Mechanized Results are based on actual data for all orders from the OSS. • BST retail report not applicable.

[1] Change reflects a clarification. The metric did not include the word "valid" in the numerator; however, "valid" was included in the denominator. Likewise, Staff added "total" in the numerator to be consistent with the denominator.

ORDERING

Measurement Methodology:	4. Firm Order Confirmation Timeliness = Σ [(Date and Time of Firm Order Confirmation) - (Date and Time of Service Request Receipt)] / (Number of Service Requests Confirmed in Reporting Period) Definition: Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of valid service order request to distribution of order confirmation. Results are provided based on four (4) hour increments within a 24 hour period, along with the percent greater than 24 hours. Methodology: • Non-Mechanized Results are based on actual data from all orders. • Mechanized Results are based on actual data for all orders from the OSS. • BST retail report not applicable. 5. Speed of Answer in Ordering Center = Σ (Total time in seconds to reach LCSC) / (Total # of Calls) in Reporting Period. Definition: Measures the average time to reach a BST representative. This can be an important measure of adequacy in a manual environment or even in a mechanized environment where CLEC service representatives have a need to speak with their BST peers. Methodology: • Mechanized tracking through LCSC Automatic Call Distributor. • Mechanized tracking through BST retail center support systems.

ORDERING

Reporting Dimensions:	Excluded Situations:
• CLEC Specific • CLEC Aggregate • BST Aggregate (Where Applicable) • State and Regional Level • ≤ 10 and ≥ 10 Circuit Categories not available in a pre completion order mode. • Resale Res and Bus reporting categories require adherence to OBF standards. • "Other" category reflects service requests which do not have service class code populated. • Dispatch, No Dispatch ≤ 10 and ≥ 10 Circuit Categories not available in a pre completion order mode.	• Firm Order Confirmation Interval: Invalid Service Requests, and orders received outside of normal business hours • Percent Flow-through Service Requests: Rejected Service Requests • % Rejected Service Requests: Service Requests canceled by the CLEC • Supplements on Manual Orders
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Interval for FOC • Reject Interval • Total number of LSRs • Total number of Errors • Adjusted Error Volume • Total number of flow through service requests • Adjusted number of flow through service requests • State and Region	• Report Month • Interval for FOC • Reject Interval • Total number of LSRs • Total number of Errors • Adjusted Error Volume • Total number of flow through service requests • Adjusted number of flow through service requests • State and Region

Percent Flow-Through Service Requests

	Manualed LSRs		BST Flow-Through	
Local Interconnection Trunks	X		Residence	X
UNE	X		Business	X
Resale - Residence	X			
Resale - Business	X			
Resale - Special	X			
UNE - Loops w/LNP	X			
Other	X			

Staff Recommendation
Service Quality Measurements
Performance Reports

Exhibit A

ORDERING

Percent Rejected Service Requests

	Mechanized LSRs	Non-Mechanized LSRs
Local Interconnection Trunks	X	X
UNE	X	X
Resale - Residence	X	X
Resale - Business	X	X
Resale - Special	X	X
UNE - Loops w/LNP	X	X
Other	X	X

Reject Distribution Interval and Average Interval

	Mechanized LSRs	Non-Mechanized LSRs
Local Interconnection Trunks		
UNE	X	X
Resale - Residence	X	X
Resale - Business	X	X
Resale - Special	X	X
UNE - Loops w/LNP	X	X
Other	X	X

Firm Order Confirmation Distribution Interval and Average Interval

	Mechanized LSRs	Non-Mechanized LSRs
Local Interconnection Trunks	X	X
UNE	X	X
Resale - Residence	X	X
Resale - Business	X	X
Resale - Special	X	X
UNE - Loops w/LNP	X	X
Other	X	X

Speed of Answer in Ordering Center

	Ave. Answer time (Sec.) / month
LCSC	X
Residence Service Center	X
Business Service Center	X

PROVISIONING

Function:	Average Completion Interval and Order Completion Interval Distribution
Measurement Overview:	The "average completion interval" measure monitors the time required by BST to deliver integrated and operable service components requested by the CLEC, regardless of whether resale services or unbundled network elements are employed. When the service delivery interval of BST is measured for comparable services, then conclusions can be drawn regarding whether or not CLECs have a reasonable opportunity to compete for customers. The "order completion interval distribution" measure monitors the reliability of BST commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer. In addition, when monitored over time, the "average completion interval" and "percent completed on time" may prove useful in detecting developing capacity issues.
Measurement Methodology:	1. Average Completion Interval = Σ [(Completion Date & Time) - (Order Issue Date & Time)] / (Count of Orders Completed in Reporting Period) 2. Order Completion Interval Distribution = Σ (Service Orders Completed in "X" days) / (Total Service Orders Completed in Reporting Period) X 100 The actual completion interval is determined for each order processed during the reporting period. The completion interval is the elapsed time from BST receipt of a syntactically correct order from the CLEC to BST's actual order completion date. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed within the reporting period. The distribution of completed orders is determined by first counting, for each specified reporting dimension, the total number of orders completed within the reporting interval and the interval between the issue date of each order and the completion date. *D&F orders where the CLEC serves as the agent for the end-user are included in this measurement.* For each reporting dimension, the resulting count of orders completed for each specified time period following the issue date is divided by the total number of orders completed with the resulting fraction expressed as a percentage. Definition: Average time from issue date of service order to actual order completion date. Methodology: • Mechanized metric from ordering system

PROVISIONING

Reporting Dimensions:	Excluded Situations:
• CLEC Specific • CLEC Aggregate • BST Aggregate • State, Regional, and MSA[3] Level • ISDN Orders included in Non Design - GA Only • Dispatch/No Dispatch categories are not applicable to trunks.	• Canceled Service Orders • Initial Order when supplemented by CLEC • Order Activities of BST associated with internal or administrative use of local services
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • CLEC Order Number • Order Submission Date • Order Submission Time • Order Completion Date • Order Completion Time • Service Type • Activity Type • State, Region and MSA[4]	• Report Month • Average Order Completion Interval • Order Completion by Interval • Service Type • Activity Type • State, Region, and MSA[5]

Order Completion Interval Distribution and Average Completion Interval

RESIDENCE	Same Day	1	2	3	4	5	>5	Average Completion Interval
Dispatch								
CLEC orders								
< 10 circuits	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x
BST orders								
< 10 circuits	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x
No Dispatch								
CLEC orders								
< 10 circuits	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x
BST orders								
< 10 circuits	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x

[3] MSA was added to reflect Staff's recommendation that geographic disaggregation reflect Metropolitan Statistical Areas.
[4] Ibid.
[5] Ibid.

PROVISIONING

SMALL BUSINESS	Same Day	1	2	3	4	5	>5	Average Completion Interval
Dispatch								
CLEC orders								
< 10 circuits	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x
BST orders								
< 10 circuits	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x
No Dispatch								
CLEC orders								
< 10 circuits	x	x	x	x	x	x	x	x
>= 10 circuits								
BST orders								
< 10 circuits	x	x	x	x	x	x	x	x
>= 10 circuits								

Order Completion Interval Distribution and Average Completion Interval

[illegible]	0 - 5	6 - 10	11 - 15	16 - 20	21 - 25	26 - 30	> 30	Average Completion Interval
Dispatch								
< 10 Circuits	x	x	x	x	x	x	x	x
>= 10 Circuits	x	x	x	x	x	x	x	x
No Dispatch								
< 10 Circuits	x	x	x	x	x	x	x	x
>= 10 Circuits	x	x	x	x	x	x	x	x

[illegible]	0 - 5	6 - 10	11 - 15	16 - 20	21 - 25	26 - 30	> 30	Average Completion Interval
Dispatch								
< 10 Circuits	x	x	x	x	x	x	x	x
>= 10 Circuits	x	x	x	x	x	x	x	x
No Dispatch								
< 10 Circuits	x	x	x	x	x	x	x	x
>= 10 Circuits	x	x	x	x	x	x	x	x

[illegible]	Same Day	1	2	3	4	5	>5	Average Completion Interval
Dispatch								
< 5 Circuits	x	x	x	x	x	x	x	x
>= 5 Circuits	x	x	x	x	x	x	x	x
No Dispatch								
< 5 Circuits	x	x	x	x	x	x	x	x
>= 5 Circuits	x	x	x	x	x	x	x	x

	0 - 5	6 - 10	11 - 15	16 - 20	21 - 25	26 - 30	>30	Average Completion Interval
LOCAL INTERCONNECTION TRUNKS	x	x	x	x	x	x	x	x

PROVISIONING

Function:	Held Order Interval Distribution and Mean Interval
Measurement Overview:	When delays occur in completing CLEC orders, the average period that CLEC orders are held for BST reasons, pending a delayed completion, should be no worse for the CLEC when compared to BST delayed orders.
Measurement Methodology:	1. Mean Held Order Interval = Σ (Reporting Period Close Date - Committed Order Due Date) / (Number of Orders Pending and Past The Committed Due Date) for all orders pending and past the committed due date. This metric is computed at the close of each report period. The held order interval is established by first identifying all orders, at the close of the reporting interval, that both have not been reported as "completed" via a valid completion notice and have passed the currently "committed completion date" for the order. *Held orders due to end-user reasons are included and identified in this report.* For each such order the number of calendar days between the committed completion date and the close of the reporting period is established and represents the held order interval for that particular order. The held order interval is accumulated by the standard groupings, unless otherwise noted, and the reason for the order being held, if identified. The total number of days accumulated in a category is then divided by the number of held orders within the same category to produce the mean held order interval. 2. Held Order Distribution Intervals (# of Orders Held for ≥ 90 days) / (Total # of Orders Pending But Not Completed) X 100. (# of Orders Held for ≥ 15 days) / (Total # of Orders Pending But Not Completed) X 100. This "percentage orders held" measure is complementary to the held order interval but is designed to reflect orders continuing in a "non-completed" state for an extended period of time. Computation of this metric utilizes a subset of the data accumulated for the "held order interval" measure. All orders, for which the "held order interval" equals or exceeds 90 or 15 days are counted, unless otherwise noted as an exclusion. The total number of pending and past due orders are counted (as was done for the held order interval) and divided into the count of orders held past 90 or 15 days. Definition: Average time orders continue in a "non-complete" state for an extended period of time. Methodology: • Mechanized metric from ordering system.

PROVISIONING

Function:	Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notice.
Measurement Overview:	When BST can determine in advance that a committed due date is in jeopardy it will provide advance notice to the CLEC. There is no equivalent BST analog for Average Jeopardy & Percent Orders Given Jeopardy Notices.
Measurement Methodology:	1. Average Jeopardy Interval = [S (Date and Time of Scheduled Due Date on Service Order) - (Date and Time of Jeopardy Notice)]/(Number of Orders in Jeopardy in Reporting Period). 2. Numbers of Orders Given Jeopardy Notices in Reporting Period/Number of Orders in Reporting Period.

Reporting Dimensions:	Excluded Situations:
• CLEC Specific • CLEC Aggregate • State, Regional and MSA[9] Level	• Any order canceled by the CLEC will be excluded from this measurement • Orders held for CLEC and user reasons
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • CLEC Order Number • Order Submission Date • Committed Due Date • Service Type	• No BST Analog Exists

Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notice.

	Average Interval of Prior Notification (Hours)	Percent Orders in Jeopardy
CLEC		
Local Interconnection Trunks	X	X
Resale Residence	X	X
Resale Business	X	X
Resale Design	X	X
UNE Loops with LNP	X	X
UNE	X	X

PROVISIONING

[9] Ibid.

Function:	Installation Timeliness, Quality & Accuracy
Measurement Overview:	The "percent missed installation appointments" measure monitors the reliability of BST commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer as compared to BST. Percent Provisioning Troubles within 30 days of Installation measures the quality and accuracy of installation activities.
Measurement Methodology:	1. Percent Missed Installation Appointments = Σ (Number of Orders missed in Reporting Period) / (Number of Orders Completed in Reporting Period) X 100 Percent Missed Installation Appointments is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates. *Missed Appointments caused by end-user reasons will be included and reported separately.* Definition: Percent of orders where completion's are not done by due date. See "Exclude Situations" for orders not included in this measurement Methodology: • Mechanized metric from ordering system 2. % Provisioning Troubles within 30 days of Service Order Activity = Σ (Trouble reports on Services installed ≤ 30 days following service order(s) completion) / (All Service Orders in a calendar month) X 100 Definition: Measures the quality and accuracy of completed orders Methodology: Mechanized metric from ordering and maintenance systems.

Reporting Dimensions:	Excluded Situations:
• CLEC Specific • CLEC Aggregate • BST Aggregate • State, Regional and MSA[10] Level	• CLEC End User Reasons (Supply Notification only) • BST End User Reasons (Supply Notification only) • Orders canceled by the CLEC • Order Activities of BST associated with internal or administrative use of local services.
Data Elements Relative to CLEC Experience:	Data Elements Relative to BST Performance:
• Report Month • CLEC Order Number • Order Submission Date • Order Submission Time • Status Type • Status Notice Date • Status Notice Time • Standard Order Activity • State Region and MSA[11]	• Report Month • BST Order Number • Order Submission Date • Order Submission Time • Status Type • Status Notice Date • Status Notice Time • Standard Order Activity • State Region and MSA[12]

[10] Ibid.
[11] Ibid.
[12] Ibid.

PROVISIONING

Percent Missed Installation Appointments

	Dispatch				No-Dispatch				Dispatch				No-Dispatch			
	<5 min		>=5 min		<5 min		>=5 min		<10 min		>=10 min		<10 min		>=10 min	
	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Loop, Interconnection Trunks (Total Only) - Total																
UNE Non Design - Total									x	x	x	x	x	x	x	x
UNE Design - Total									x	x	x	x	x	x	x	x
Resale - Residence - Total									x	x	x	x	x	x	x	x
Resale - Business - Total									x	x	x	x	x	x	x	x
Resale - Design - Total									x	x	x	x	x	x	x	x
UNE - Loops w/LNP - Total	x	x	x	x	x	x	x	x								

Percent Missed Installation Appointments—*End User Caused Missed Appointments*

	Dispatch				No-Dispatch				Dispatch				No-Dispatch			
	<5 min		>=5 min		<5 min		>=5 min		<10 min		>=10 min		<10 min		>=10 min	
	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Loop, Interconnection Trunks (Total Only) - Total																
UNE Non Design - Total									x	x	x	x	x	x	x	x
UNE Design - Total									x	x	x	x	x	x	x	x
Resale - Residence - Total									x	x	x	x	x	x	x	x
Resale - Business - Total									x	x	x	x	x	x	x	x
Resale - Design - Total									x	x	x	x	x	x	x	x
UNE - Loops w/LNP - Total		x	x	x	x	x	x	x								

PROVISIONING

Percent Provisioning Troubles within 30 days of Installation

	Dispatch	No Dispatch	Total Only
Local Interconnection Trouble (CLEC & IXC)			X
UNE Non Design	X	X	
UNE Design	X	X	
Resale - Residence	X	X	
Resale - Business	X	X	
Resale - Design	X	X	
UNE - Loops w/LNP	X	X	
IXC Retail Residence	X	X	
IXC Retail Business	X	X	
IXC Retail Design	X	X	

Function:	Coordinated Customer Conversions
Measurement Overview:	This category measures the average time it takes BST to disconnect an unbundled loop from the BST switch and cross connect it to a CLEC's equipment. This measurement only applies to service orders with and without LNP, with and without INP[13] and where the CLEC has requested BST to provi' ' s coordinated cut-over
Measurement Methodology:	1. Average Coordinated Customer Conversion Interval = [Σ [(Completion Date and Time for Cross Connection of an Unbundled Loop/with-LNP[14]) - Disconnection Date and Time of an Unbundled Loop/with-LNP)]] / Total Number of Unbundled Loop Orders with/LNP for the reporting period.

Reporting Dimensions:	Included Exceptions:
• CLEC Specific • CLEC Aggregate • State, Regional and MSA[15] Level	• Any order canceled by the CLEC will be excluded from this measurement. • Delays due to CLEC following disconnection of the unbundled loop • Any order where the CLEC has not requested a coordinated cut over • Unbundled Loops where there is no existing subscriber loop
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • CLEC Order Number • Order Submission Date • Committed Due Date • Service Type	• No BST Analog Exists

[13] Change reflects Staff's recommendation that UNEs be disaggregated between those with INP and without INP as well as with and without LNP. This is consistent with the FCC Notice of Proposed Rulemaking, where BellSouth has indicated that the level of product disaggregation is acceptable.
[14] Ibid.
[15] MSA was added to reflect Staff's recommendation that geographic disaggregation reflect Metropolitan Statistical Areas.

PROVISIONING

Coordinated Customer Conversions

	Aggregate Interval
UNE Loops without LNP	X
UNE Loops with LNP	X
UNE Loops with INP[16]	X
UNE Loops without INP	X

[16] Change reflects Staff's recommendation that UNEs be disaggregated between those with INP and without INP as well as with and without LNP. This is consistent with the FCC Notice of Proposed Rulemaking, where BellSouth has indicated that the level of product disaggregation is acceptable

PROVISIONING

Function:	Average Completion Notice Interval
Measurement Overview:	The receipt of a completion notice by the CLEC from BST informs the carrier that their formal relationship with a customer has begun. This is useful to the CLEC in that it lets them know that they can begin with activities such as billing the customer for service.
Measurement Methodology:	1. Average Completion Notice Interval = Σ[(Date & Time of Notice of Completion) - (Date & Time of Work Completion)] / (Number of Orders Completed[17] in Reporting Period) Definition: The Completion Notice Interval is the elapsed time between the BST reported completion of work and the issuance of a valid completion notice to the CLEC. There is no equivalent BST Retail Measurement.

Reporting Dimensions:	Included Elements:
• Under Development	• Under Development
Data Received Relating to CLEC Experience:	**Data Received Relating to BST Performance:**
• Under Development	• N/A

Average Completion Notice Interval
Reported Month:

	Average Interval
CLEC A	
CLEC AGGREGATE	
- Resale Residence	X
- Resale Business	X
- Resale Special	X

[17] Count of Orders would include both completed orders and orders that had a completion notice issued. This footnote was added for clarification.

MAINTENANCE & REPAIR

Function:	OSS Response Interval
Measurement Overview:	• This measure is designed to monitor the time required for the CLEC interface systems to obtain from BST's legacy systems the information required to handle maintenance and repair functions. This measure also addresses the availability of the OSS interface for repair and maintenance.
Measurement Methodology:	1. . OSS Interface Availability = (Actual Availability)/(Scheduled Availability) X 100 Definition: This measure shows the percentage of time the OSS interface is actually available compared to scheduled availability. Availability percentages for the CLEC and BST interface systems and for legacy systems accessed by them are captured. Methodology: Mechanized reports from OSSs. 2 OSS Response Interval = Access Times in Increments of Less Than or Equal to 4 Seconds, Greater Than 4 Seconds but Less Than or Equal to 10 Seconds, Less Than or Equal to 10 Seconds, Greater Than 10 Seconds, or Greater Than 30 Seconds. Definition: Response intervals are determined by subtracting the time a request is submitted from the time the response is received. Percentages of requests falling into the categories listed above are reported, along with the actual number of requests falling into these categories. This measure provides a method to compare BST and CLEC response times for accessing the legacy data needed for maintenance & repair functions. Methodology: Mechanized reports from OSSs.

OSS Maintenance and Repair Interface Availability

OSS Interface	% Availability
CLEC TAFI	X
BST TAFI	X
LMOS Host	X
MARCH	X
SOCS	X

MAINTENANCE & REPAIR

OSS MAINTENANCE AND REPAIR RESPONSE INTERVAL

	Transaction Totals			Average Response Time														
				[illegible]			[illegible]			[illegible]			[illegible]			[illegible]		
Transaction Name	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
CSR																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total				X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
DLETN																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total				X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
BEX																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total				X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
[illegible]																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total				X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
LSOS																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total				X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
[illegible]																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total				X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
MARCH																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total				X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
[illegible]																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total				X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
[illegible]																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total				X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
LNP																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total				X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

MAINTENANCE AND REPAIR

Function:	Average Answer Time - Repair Center
Measurement Overview:	• This measure a monitoring that BST's handling of support center calls from CLECs are comparable with support center calls by BST's retail customers.
Measurement Methodology:	1. Average Answer Time for BST's Repair Centers = (Total time in seconds for BST's Repair Centers response) / (Total number of calls) by reporting period Definition: This measure demonstrates an average response time for the CLEC to contact a BST representative Methodology: Mechanized report from Repair Centers Automatic Call Distributors.

Average Answer Time - Repair Centers

	Average Answer Time/Month in Seconds			
	Business Repair Center	BST Resale Repair Center	Residence Repair Center	UNE Center
Region Total	X	X	X	X

MAINTENANCE & REPAIR

Function:	Missed Repair Appointments
Measurement Overview:	When the data for this measure is collected for BST and a CLEC it can be used to compare the percentage of accurate estimates of the time required to complete service repairs for BST and the CLEC.
Measurement Methodology:	2. Percentage of Missed Repair Appointments = (Count of Customer Troubles Not Resolved by the Quoted Resolution Time and Date) / (Count of Customer Trouble Tickets Closed) X 100. Definition: Percent of trouble reports not cleared by date and time committed. Note: Appointment intervals vary with force availability in the POTS environment. Specials and Trunk intervals are standard interval appointments of no greater than 24 hours. Methodology: Mechanized metric from maintenance database(s).

Reporting Dimensions:	Excluded Situations:
• CLEC Specific • CLEC Aggregate • BST Aggregate • State, Regional and MSA[19] Level	• Trouble tickets canceled at the CLEC request • BST trouble reports associated with internal or administrative service
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • CLEC Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design/Non-Special only) • State Region and MSA[20]	• Report Month • BST Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design/Non-Special only) • State Region and MSA[20]

[19] MSA was added to reflect Staff's recommendation that geographic disaggregation reflect Metropolitan Statistical Areas.

[19] Ibid.
[20] Ibid.

MAINTENANCE & REPAIR

Missed Repair Appointments

	Total	Dispatch		No Dispatch	
		CLEC/IXC	BST	CLEC/IXC	BST
Local Interconnection Trunks **					
- Total					
Resale - Residence	X	X	X	X	X
- Total		X		X	
Resale - Business	X	X	X	X	X
- Total		X		X	
Resale - Design **					
- Total					
UNE Design **					
- Total					
UNE Non Design	X	X	X	X	X
- Total		X		X	
BST					
Local Interconnection Trunks **					
Retail Residence	X	X		X	
Retail Business	X	X		X	
Retail Design **	X	X		X	

Note**: Customer Trouble Reports related to Interconnection Trunks and Design services are not given appointments, but are handled on a priority first in, first out basis

MAINTENANCE & REPAIR

Function:	Customer Trouble Report Rate
Measurement Overview:	This measure can be used to establish the frequency (rate) of customer trouble reports and employed to compare CLEC with BST results.
Measurement Methodology:	1. Customer Trouble Report Rate = (Count of Initial and Repeated Trouble Reports in the Current Period) / (Number of Service Access Lines in Service at End of the Report Period) X 100. Note: Local Interconnection Trunks are reported only as total troubles. The Customer Trouble Report Rate is computed by accumulating the number of maintenance initial and repeated trouble reports during the reporting period. The resulting number of trouble reports are divided by the total number of "service access lines" existing for CLECs and BST respectively at the end of the report period. Definition: Initial and repeated customer direct or referred troubles reported within a calendar month (Where cause is not in carrier equipment) per 100 lines/circuits in service. Methodology: Mechanized metric for trouble reports and lines in service.

Reporting Dimensions:	Excluded Situations:
• CLEC Specific • CLEC Aggregate • BST Aggregate • State, Regional and MSA[22] Level	• Trouble tickets canceled at the CLEC request • BST trouble reports associated with administrative service
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • CLEC Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design/Non-Special only) • State Region and MSA[23]	• Report Month • BST Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design/Non-Special only) • State Region and MSA[23]

[21] Ibid.
[22] Ibid.
[23] Ibid.